



Customer Referral Program - Service Contract

Blind Cleaners L.L.C. operates the *Customer Referral Program* as a distinct service for participating companies. Participants agree to honor all the term outlined in this contract.

Terms: Blind Cleaners L.L.C., Blindcleaners.biz and affiliated companies responsible for this program reserve the right to modify this contract, after giving at least 15 days notice to all participants through their designated E-mail address. A current copy of all current program guidelines and policies shall be maintained on the designed web page for this program.

The *Customer Referral Program* exists to build participant's businesses through the generation, capture and distribution of prospect leads to participating cleaners. Cleaners will be responsible for providing a free quote for cleaning services to the prospective clients whose contact information is provided. To support the program in harmony with our operating philosophy, Blind Cleaners L.L.C. will collect referral fees only for actual business realized by your company as a result of leads provided. No promises of specific additional business from this program is made to companies in this program. Results will vary over time as the number and quality of leads can not be guaranteed, however you will pay us only for results. When multiple companies service the same primary market area, referred leads will be rotated among participants.

Fee Structure: Participants agree to remit to Blind Cleaners L.L.C. a referral fee for all NEW CLIENT business realized through provided leads. (No fees are due for any subsequent residential repeat or referral business.) For NEW commercial referrals fees are expected after EVERY subsequent service IF the client is a part of a regional contract provided by the Blindcleaners.biz Network. Fees for individual commercial properties are required for the first year and requested in support of the program in subsequent years.

New Cleaning/Repair Sales: 0-\$50 No Fee \$50-\$150 = \$10 \$150-\$300 = \$20
\$300-\$500 = \$30 Over \$500 = 6% Regional Commercial Contracts - (vary)

New business is defined as gross sales for cleaning and repair services provided to the client.

Payment: Participants to the program that are not currently dues paying members of the Blindcleaners.biz Network shall submit with this application a non-refundable fee of \$20.00. Referral fees will be invoiced or automatically deducted from the account of participants as designated in this application. Participation in the program will be suspended for any company whose account is not kept current or whose services to clients are not in harmony with the program's.

Termination: Companies may leave the program after submitting written notice to Blind Cleaners L.L.C. provided their account is in good standing. Nonpayment of fees or failure to honor the terms of the program shall be grounds for termination by Blind Cleaners L.L.C.



Customer Referral Program— Ethical Standards

In order to protect the professional integrity and value of the program and our industry as a whole, participating companies are required to subscribe to the following basic standards.

As a member of this *Customer Referral Program*, I promise to uphold the following Member Code of Ethics:

1. I will uphold the laws of the city and state in which our business operates.
2. I will communicate with clients in a timely manner in providing requested quotes and in scheduling any services to be performed.
3. I will submit firm written quotes, to be accepted by both parties, and will not misrepresent services to be provided or insist that additional services must be purchased at an additional cost after a firm quote and after work has begun.
4. I will behave in a professional manner while in the client's home and presence. I recognize the value of a neat professional appearance and showing respect for the client's home and property.
5. I will advise the client of consumer information relative to services to be provided, supporting their need to make a wise service decision.
6. I will not utilize "Bait and Switch" business practices of advertising low-price offers that I have no intention of honoring. I will not utilize commission only labor practices which compel employees to exercise unethical hard sell tactics at the expense of the client's true service needs.
7. I will perform all services in accordance with accepted industry cleaning standards and as may be endorsed by the Blindcleaners.biz Network.
8. I will strongly guarantee my company's work. I will not misrepresent facts about warranties or quality of service.
9. My company will perform the work and will not out-source the job to another company that has not agreed to the Code of Ethics. If we find our company can not perform the services desired by the prospect the referral program administrator will be notified.
10. It will be my goal to perform all work to the customer's satisfaction. I will do everything in my ability to resolve any complaints, being ethical and honest in all my business and professional relationships.

If you can whole-heartedly agree with the Members Code of Ethics, please fill in the application and sign the form. Members that are found to have knowingly violated this agreement will be removed from the program. If any client's complaints are not addressed and resolved in a professional manner, the oversight committee of the Blindcleaners.biz Network will remove the Member from the *Customer Referral Program*.

Customer Referral Program - Application

By signing this contract you agree to allow Blindcleaners.biz to charge your account in accordance with the current fee structure for new customer leads provided by the Blindcleaners.biz Network, Blind Cleaners L.L.C. and its affiliates. You agree to the terms and conditions outlined in this Customer Referral Program Application.

Owner's Name: _____ Co-Owner/Manager's Name: _____

Company: _____

Address: _____

City _____ State _____ Zip _____ County _____

Additional Counties Serviced (optional): _____

Business Phone: _____ E-mail: _____

Direct/Cell Phone: _____

Payment Method:

_____ Pay Pal Account Pay Pal Account Information : _____

_____ Mail Send to Blindcleaners.biz P.O. Box 634 Frankfort, IL 60423.

Owner's Signature: _____

*Submit this signed application by mailing this completed form along with your \$20 nonrefundable check to open your account payable to: Blindcleaners.biz to P.O. Box 634 Frankfort, IL 60423. Registration may also be done online at **www.blindcleaners.biz***

If you have any questions, please feel free to contact us at Tammy@blindcleaners.biz or by Phone at 815-740-9913.